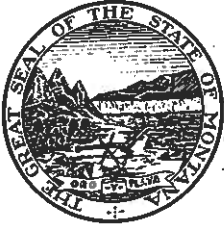


DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES



**Brian Schweitzer**  
GOVERNOR

**Joan Miles**  
DIRECTOR

STATE OF MONTANA

Developmental Disabilities Program

Date: April 15, 2008

To: Susanne Meikle, Director Montana Works Solutions

From: Sheri Pullium, Quality Improvement Specialist,  
Developmental Disabilities Program (DDP)

Subject: Quality Assurance Review 4/07 thru 3/08

Please find attached the Quality Assurance Report for Montana Works Solutions. The review was completed April 14, 2007 and covered the period April '07 through March '08.

I had the pleasure of going to Montana Works Solutions (MTWS) and get an update on the progress Susanne has made with the business as a whole and with each individual she serves. Susanne has kept her strong relationships within the Bitterroot community and success in collaboration efforts with local employers. MTWS places value on finding job placements that match the individual's passion and interests.

## ***MONTANA WORKS SOLUTIONS***

### ***Quality Assurance Annual Review April '07 thru March '08***

#### ***Scope of Review***

##### ***Administrative***

Susanne Meikle, Director of Montana Works Solutions, has officially split off from the Rural Institute as of July '07 and MTWS has become a For-Profit State Qualified Provider independent from the Rural Institute. In addition to providing services to individuals funded through the Developmental Disability Program (DDP) they also provide employment services to individuals thru Vocational Rehabilitation and currently working with a grant thru Americore to provide transition services for children in high school transitioning to community employment. This grant is expected to end Sept. '08

Montana Works Solutions currently provides Community Supports in the Bitterroot Valley to 5 individuals accessing DD funding. All services provided are funded through the Medicaid Home and Community Based Waiver. Montana Works has been contracting with the Developmental Disabilities Program (DDP) to provide supports and services since FY '03.

#### ***General Areas***

##### ***A. Administrative***

Montana Works Solutions was granted a three-year CARF accreditation in August 2005. While the DDP no longer requires national accreditation, the agency maintains CARF accreditation in order to access Vocational Rehabilitation (VR) funding. MTWS does not operate group homes or other services that require Licensing by the Department of Public Health and Human Services.

MTWS has 5 more months under a grant for a Youth Corps Project funded with the Rural Institute. This was a three-year grant and is utilized to expand work experiences opportunities in the Bitterroot Valley. The staff are hopeful that it will lead to more students choosing Montana Works as their service provider when they leave the school system.

Montana Works Solutions is not required to participate in an A-133 audit as part of their contract. Staff maintain excellent documentation and progress notes in order to ensure accurate billing for services. There have been no issues noted in the area of invoices or the required Annual Expenditure Report (AER).

### ***Specific Service Reviewed***

#### **A. Residential**

N/A

#### **B. Work / Day / Community Employment**

N/A

#### **C. Community Supports**

### ***Accomplishments***

Some highlights of the individual's employment include: One individual who found an opportunity to use his computer skills to assist a children's organization is on his second year with his employer. Another who obtained employment and developed natural supports on the job continues to be such an asset the employer wants her full time; a third has been stable at his job for over 3 1/2 years and given multiple duties in the work place. All of the individuals are tremendously valued by their employers and co-workers and have filled important roles in their community.

#### **i. HEALTH and SAFETY**

Due to the nature of the service, Montana Works Solutions staff do not assist with medications. There are no "sites" other than community employers who need to meet State and Local safety requirements. Montana Works Solutions does not provide transportation services. Because staying safe and healthy is important in maintaining employment, MTWS monitors their individuals' overall wellbeing. For example, one individual needs reminders to get his blood pressure checked and help in monitoring if his pressure is ok. MTWS provides this service to him.

#### **ii. SERVICE PLANNING AND DELIVERY**

As described above in the accomplishments section, the individuals who work with Montana Works Solutions continue to be very successful at their work sites and have chosen where they work. The use of business planning/career planning and creative collaboration provided individuals with job flexibility, successful matching of job and talents, and most ideal worksite environments. Individual Plans and Quarterly Status reports are complete and thorough.

In cases where Montana Works Solutions provides employment services and the individual also accesses Residential Supports with Ravalli Services, MTWS staff

continues to ensure that communication between service providers is open and that the individuals' needs are met as a wraparound philosophy.

Montana Works Solutions staff provides exemplary individualized services. They uphold the ideals of dignity, respect, and individual choice. All interactions are driven by these ideals and this is evidenced by the success and satisfaction the individuals display.

### **iii. STAFFING**

Since the last review there has been no turnover in direct service staff. Susanne's continued tenure has been of great assistance to continuity of services. She has now completed the details on becoming independent from the Rural Institute which has involved a large amount of leg work and paper work to make this happen. She has developed strong relationships with the individuals she supports and the members of their teams. She knows and understands their dreams, the direction they are moving and how to support them in working thru issues in order to achieve their dreams. She has completed the Staff Survey in the past without exception. Her demonstrated performance is consistent with Mandatory Reporting, Incident Reporting, and Emotionally Responsible Caregiving.

### **iv. INCIDENT MANAGEMENT**

There have been no concerns with Incident Management. Due to the nature of the community supports services and the status of the consumer's long-term stability at their jobs, occurrence of incidents would be uncommon.

Susanne is diligent about communication with the Case Management staff, the DDP staff, collaborating Providers and Protective Services Agencies. In cases where questionable circumstances arise, she will call any/all of the above to ensure the consumer's safety. There have been no critical or reportable incidents during the period of this review.

### **D. Transportation**

N/A

### **E. Case Management**

N/A

## **CONCLUSION**

Montana Works provides exemplary Community Supports Services. As noted in previous reviews, the DDP is hopeful they will expand their services. There are no open findings with this review or previous reviews.

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Sheri Pullium  
Quality Improvement Specialist  
Developmental Disabilities Program

Cc: Susanne Miekle, Montana Works  
Paula Miskuly-Tripp, DDP Regional Manager (Missoula)  
Tim Plaska, DDP Community Services Bureau Chief (Helena)  
John Zeeck, DDP Quality Assurance Specialist (Helena)  
Perry Jones, DDP HCBS Waiver Specialist (Helena)